Advanced Airport Operations and Terminal Management Training Course



14 - 18 Dec 2026

Casablanca

4500 € (Per Person)

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Course Introduction / Overview:

The global aviation industry operates within a highly complex and dynamic environment, where airports serve as critical hubs for commerce, travel, and connectivity. Effective airport operations and terminal management are paramount to ensuring safety, efficiency, and a seamless passenger experience. This comprehensive program is designed to provide a deep dive into the multifaceted world of airport management, moving beyond theoretical concepts to address real-world operational challenges. Drawing upon principles outlined by leading academics like Norman Ashford in his seminal work "Airport Operations," this course explores the intricate balance between airside, landside, and terminal activities. Participants will gain a holistic understanding of the entire airport ecosystem, from runway management and ground handling coordination to passenger flow optimization and non-aeronautical revenue generation. BIG BEN Training Center has meticulously structured this curriculum to equip aviation professionals with the strategic foresight and tactical skills needed to navigate regulatory complexities, implement innovative technologies, and lead their organizations toward sustainable growth and operational excellence in a competitive global market.

Target Audience / This training course is suitable for:

- Airport Operations Managers and Supervisors.
- Terminal Managers and Duty Officers.
- Airline Station Managers and Ground Staff.
- Airport Safety and Security Personnel.
- Civil Aviation Authority Officials.
- Ground Handling Service Providers.
- Airport Planners and Consultants.
- Airport Commercial and Retail Managers.
- Aspiring Aviation Professionals.

Target Sectors and Industries:

- Aviation and Aerospace.
- Air Transportation and Logistics.
- Travel and Tourism.
- Governmental and Regulatory Bodies.
- Security and Emergency Services.
- Consulting and Infrastructure Development.

Target Organizations Departments:

- Airport Operations.
- Terminal Services.
- Safety and Compliance.
- Security and Emergency Planning.
- Customer Experience and Passenger Services.
- Commercial and Business Development.
- Facilities Management.
- Ground Handling and Airside Services.

Course Offerings:

By the end of this course, the participants will have able to:

- Analyze the complex interplay between airside, landside, and terminal operations.
- Implement best practices for optimizing passenger flow and enhancing the customer experience.
- Develop robust safety management systems (SMS) in line with international standards.
- Formulate effective strategies for airport emergency response and crisis management.
- Evaluate and improve baggage handling systems and processes for efficiency.
- Master the principles of airport slot allocation and capacity management.
- Identify and capitalize on non-aeronautical revenue opportunities.
- Integrate sustainable practices into daily airport operations.
- Assess the impact of new technologies on the future of airport management.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be immersive, interactive, and directly applicable to the professional challenges faced by participants. This course moves beyond traditional lectures to foster a dynamic learning environment where knowledge is co-created and reinforced through practical application. We utilize a blend of expert-led presentations, in-depth case studies of international airports, and collaborative group workshops. Participants will engage in simulation exercises that challenge them to manage airport disruptions, optimize resource allocation, and respond to security incidents in a controlled setting. Interactive sessions, facilitated discussions, and peer-to-peer feedback are central to our approach, allowing for the exchange of diverse experiences and perspectives. The curriculum is built on a foundation of practical problem-solving, ensuring that attendees leave not just with new knowledge, but with the confidence and skills to implement tangible improvements in their respective operational environments.

Course Agenda (Course Units):

Unit One The Airport Ecosystem and Regulatory Framework

- Introduction to the global aviation industry and airport functions.
- Understanding the roles of ICAO, IATA, and ACI.
- The structure of airport management and key stakeholders.
- Airside versus landside operations fundamentals.
- National civil aviation regulations and compliance.
- Airport master planning and strategic development.
- Economic principles of airport management.

Unit Two Advanced Airside and Ramp Operations Management

- Runway, taxiway, and apron management strategies.
- Air traffic control coordination and communication protocols.
- Aircraft turnaround management and optimization.
- Ground handling services and Service Level Agreements (SLAs).
- Management of Ground Support Equipment (GSE).
- Winter operations and adverse weather contingency planning.
- Airside safety protocols and foreign object debris (FOD) prevention.

Unit Three Terminal Management and Passenger Experience

- Optimizing passenger flow from curb to gate.
- Check-in, security screening, and immigration processes.
- Baggage handling systems and reconciliation.
- Designing and managing terminal facilities and amenities.
- Enhancing the passenger journey through technology and service.
- Managing passenger information systems and wayfinding.
- Strategies for managing queues and passenger wait times.

Unit Four Airport Safety, Security, and Crisis Management

- Implementing an effective Safety Management System (SMS).
- Airport security protocols and threat assessment.
- Access control, screening procedures, and perimeter security.
- Airport emergency response planning and drills.
- Crisis communication and media management.
- Public health emergencies and airport preparedness.
- Human factors in aviation safety and security.

Unit Five Strategic Airport Business and Future Trends

- Aeronautical versus non-aeronautical revenue streams.
- Developing airport retail, F&B, and commercial services.
- Airport financial management and performance metrics.
- Sustainable airport operations and environmental management.
- The role of digitalization and smart airport technologies.
- Data analytics for operational decision-making.
- Preparing for the future of air travel and airport design.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

As airports increasingly become commercial hubs, how can managers balance the drive for non-aeronautical revenue with the core mission of ensuring passenger safety and operational efficiency?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself through its holistic and forward-looking approach to airport management, integrating strategic business acumen with operational excellence. While many programs focus narrowly on specific functions, this curriculum provides a comprehensive 360-degree view of the entire airport ecosystem, from airside precision to landside commercial strategy. It places a significant emphasis on the critical nexus of passenger experience, safety, and operational efficiency, treating them not as separate silos but as interconnected pillars of a successful airport. Furthermore, the course content is dynamically updated to reflect the most pressing contemporary challenges and future trends, including sustainability, digitalization, and the implementation of smart airport technologies. Participants will engage with real-world case studies and advanced simulations that move beyond textbook theory, preparing them to make informed, data-driven decisions in high-pressure environments. The focus is on cultivating adaptive leaders who can not only manage current operations but also strategically position their airports for the evolving demands of the global aviation landscape.